Tasmanian School of Business & Economics (TSBE) (School)

College of Business and Economics (College)

BAA514

WORKPLACE LITERACY

12.50 Credit points

Semester 1, 2019

Unit Outline

Unit Coordinator
René Kling
## CONTACT DETAILS

### Unit coordinator

<table>
<thead>
<tr>
<th>Unit coordinator:</th>
<th>René Kling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus:</td>
<td>Hobart</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:rene.kling@utas.edu.au">rene.kling@utas.edu.au</a></td>
</tr>
<tr>
<td>Phone:</td>
<td>6226 7360</td>
</tr>
<tr>
<td>Room location and number:</td>
<td>Room 316, Old IMAS Building</td>
</tr>
<tr>
<td>Consultation hours:</td>
<td>By appointment</td>
</tr>
</tbody>
</table>
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WHAT IS THE UNIT ABOUT?

Unit description

This course will provide you with an overview of the basic requirements for workplace literacy and typical forms where workplace literacy may be represented. During the course workplace literacy will be studied using experiential learning opportunities. You will develop transferrable workplace literacy skills and knowledge through activities in a simulated workplace environment. Through role-play, group and individual case study analyses, reflective blogs, face-to-face and online discussions, and presentations, you will develop literacy skills to meet the demands of busy workplace environments.

Intended Learning Outcomes

On completion of this unit, you will be able to:

1. demonstrate knowledge and skills of basic workplace literacy.
2. demonstrate critical thinking skills to analyse literature, theory and case studies and provide written reports.
3. demonstrate use of business technology.
Graduate Quality Statement

Successful completion of this unit supports your development of course learning outcomes, which describe what a graduate of a course knows, understands and is able to do. Course learning outcomes are available from the Course Coordinator. Course learning outcomes are developed with reference to national discipline standards, Australian Qualifications Framework (AQF), any professional accreditation requirements and the University of Tasmania’s Graduate Statement.

The University of Tasmania experience unlocks the potential of individuals. Our graduates are equipped and inspired to shape and respond to the opportunities and challenges of the future as accomplished communicators, highly regarded professionals and culturally competent citizens in local, national, and global society. University of Tasmania graduates acquire subject and multidisciplinary knowledge and skills and develop critical and creative literacies and numeracies and skills of inquiry. They demonstrate the ability to apply this knowledge in changing circumstances. Our graduates recognise and critically evaluate issues of social responsibility, ethical conduct and sustainability, are entrepreneurial and creative, and are mindful of their own wellbeing and that of the community. Through respect for diversity and by working in collaborative ways, our graduates reflect the values of the University of Tasmania.

Alterations to the unit as a result of student feedback

Assignments must be submitted electronically through the relevant assignment tab in MyLO. You must ensure that your name, student ID, unit code, tutorial time and tutor’s name are clearly marked on the first page. If this information is missing, the assignment will not be accepted and, therefore, will not be marked.

Where relevant, Unit Coordinators may also request you to submit a paper version of your assignment. You will be advised by the Unit Coordinator of the appropriate process relevant to your campus.

Please remember that you are responsible for lodging your assessment items on or before the due date and time. We suggest you keep a copy. Even in a perfect system, items sometimes go astray.

Prior knowledge &/or skills

There are no specific prior knowledge and / or skills required to attend this unit. However, knowledge of, and basic ability to use common business software such as, MS Word, PowerPoint and email are required along with the ability to navigate the Internet.
HOW WILL I BE ASSESSED?

Assessment schedule

<table>
<thead>
<tr>
<th>Assessment task</th>
<th>Date due</th>
<th>Percent weighting</th>
<th>Links to Intended Learning Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: Case Study</td>
<td>24&lt;sup&gt;th&lt;/sup&gt; March</td>
<td>40%</td>
<td>LO1, LO2</td>
</tr>
<tr>
<td>2: Diversity Policy</td>
<td>14&lt;sup&gt;th&lt;/sup&gt; April</td>
<td>20%</td>
<td>LO1, LO2</td>
</tr>
<tr>
<td>3: Group Presentation</td>
<td>During Weeks 10 &amp; 11</td>
<td>40%</td>
<td>LO1, LO2, LO3</td>
</tr>
<tr>
<td>Self-Reflection</td>
<td>26&lt;sup&gt;th&lt;/sup&gt; May 2019</td>
<td>40%</td>
<td>LO1, LO2, LO3</td>
</tr>
</tbody>
</table>

Assessment details

Assessment Task 1: Case Study

Task Description: You will be given a case study on an issue dealing with business customer interaction. You will need to analyse the issues in the case, then provide an individual report.

<table>
<thead>
<tr>
<th>Criterion Number</th>
<th>Criterion Description</th>
<th>Measures ILO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Application of critical thinking and problem solving techniques</td>
<td>LO1, LO2</td>
</tr>
<tr>
<td>2</td>
<td>Use logic to present arguments and conclusions</td>
<td>LO1, LO2</td>
</tr>
<tr>
<td>3</td>
<td>Report format, including recommendations and demonstrated writing skills</td>
<td>LO1, LO2</td>
</tr>
</tbody>
</table>

Task Length: 1800 words minimum

Due by date: 24<sup>th</sup> March 2019

Assessment Task 2: Diversity Policy

Task Description: Based on the course materials and external sources, you will develop a Diversity Policy for Cape Tisbe International or an organisation of your choice.

<table>
<thead>
<tr>
<th>Criterion Number</th>
<th>Criterion Description</th>
<th>Measures ILO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Apply inquiry skills to plan and undertake investigations.</td>
<td>LO1, LO2</td>
</tr>
<tr>
<td>2</td>
<td>Apply workplace documentation styles</td>
<td>LO1, LO2</td>
</tr>
<tr>
<td>3</td>
<td>Communicate ideas and information</td>
<td>LO1, LO2</td>
</tr>
</tbody>
</table>

Task Length: 2-3 pages

Due by date: 14<sup>th</sup> April 2019
Assessment Task 3: Group Presentation

Task Description

Students will deliver a business presentation to the class in groups of 4-5. Groups will determine the format that their presentation will take, and each group and its members will be assessed on the appropriateness of that choice, on the overall presentation and on each individual's contribution to the outcomes. A peer review on each group member will form part of the final mark.

The topic (theme) must be based on workplace literacy (a range of optional topics will be provided). Group presentations will occur during Week ten (10) and Week eleven (11) workshops.

Individually, each member of the group will then reflect upon their own part of the presentation with a submission of a one-page self-reflection via Dropbox due the week following the group presentation.

<table>
<thead>
<tr>
<th>Criterion Number</th>
<th>Criterion Description</th>
<th>Measures ILO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Participation in content development and presentation, including peer review</td>
<td>LO1, LO2</td>
</tr>
<tr>
<td>2</td>
<td>Content and analysis of issues</td>
<td>LO1, LO2</td>
</tr>
<tr>
<td>3</td>
<td>Research, identify and use workplace technology</td>
<td>LO1, LO2, LO3</td>
</tr>
<tr>
<td>4</td>
<td>Evidence of self-reflective learning</td>
<td>LO1, LO2</td>
</tr>
</tbody>
</table>

Task Length

20 minutes for presentation and 1 page self-reflection

Due by date

Presentations During Weeks 10 & 11
Self-Reflection due 26th May 2019

How your final result is determined

To pass this unit, you need to demonstrate your attainment of each of the Intended Learning Outcomes.

Your grade will be determined in the following way:

Your overall mark in this unit will be determined by combining your results from each assessment task. These marks are combined to reflect the percentage weighting of each task. You need to achieve an overall score of at least 50% to successfully complete this unit. It is expected that you will seek help (from the unit coordinator in the first instance), well before the due date, if you are unclear about the requirements for an assessment task.

- PP (pass) at least 50% of the overall mark but less than 60%
- CR (credit) at least 60% of the overall mark but less than 70%
- DN (distinction) at least 70% of the overall mark but less than 80%
- HD (high distinction) at least 80% of the overall mark

All grades are provisional, until confirmation by the Assessment Board at the end of semester.

**Submission of assignments**

The act of submitting your assignment will be taken as certification that it is your own work.

Assignments must be submitted electronically through the relevant assignment tab in MyLO. You must ensure that your name, student ID, unit code, tutorial time and tutor’s name (if applicable) are clearly marked on the first page. If this information is missing, the assignment will not be accepted and, therefore, will not be marked.

Where relevant, Unit Coordinators may also request you to submit a paper version of your assignment. You will be advised by the Unit Coordinator of the appropriate process relevant to your campus.

Please remember that you are responsible for lodging your assessment items on or before the due date and time. We suggest you keep a copy. Even in a perfect system, items sometimes go astray.

**Requests for extensions**

In this Policy:

1. (a) ‘day’ or ‘days’ includes all calendar days, including weekends and public holidays;
   (b) ‘late’ means after the due date and time; and
   (c) ‘assessment items’ includes all internal non-examination based forms of assessment

2. This Policy applies to all students enrolled in TSBE Units at whatever Campus or geographical location.

3. Students are expected to submit assessment items on or before the due date and time specified in the relevant Unit Outline. The onus is on the student to prove the date and time of submission.

4. Students who have a medical condition or special circumstances may apply for an extension.

Requests for extensions should, where possible, be made in writing to the Unit Coordinator on or before the due date. Students will need to provide independent supporting documentation to substantiate their claims.
Penalties
Late submission of assessment items will incur a penalty of 10% of the total marks possible for that piece of assessment for each day the assessment item is late unless an extension had been granted on or before the relevant due date.

Assessment items submitted more than five (5) days late will not be accepted.

Academic staff do NOT have the discretion to waive a late penalty, subject to clause 4 above.

Review of results and appeals
Review of Assessment is available to all students once the University has released the final result for a unit. If you are dissatisfied with your final result, you may apply to have it reviewed.

Review of Assessment consists of re-marking the final exam (where applicable), checking the addition of all marks, and a check to ensure that all marks have been included in the final result. Applications for a review of assessment are due within 10 working days of the release of the final result in the unit. When applying for a review, you must pay a $50 fee. If you wish to have a piece of internal assessment reviewed as part of the review process, please state this clearly on the application form referred to above and include that assessment item with your application.

Please read and follow the directions provided by the University at:

Academic referencing
Before starting your assignments, you are advised to familiarise yourself with the following electronic resources.

The first is the Harvard Referencing System Style Guide, which can be accessed from the UTAS library: http://utas.libguides.com/content.php?pid=27520&sid=199808. The Harvard style is the appropriate referencing style for this unit and the guide provides information on presentation of assignments, including referencing styles. In your written work you will need to support your ideas by referring to scholarly literature, works of art and/or inventions. It is important that you understand how to correctly refer to the work of others and maintain academic integrity.

Failure to appropriately acknowledge the ideas of others constitutes academic dishonesty (plagiarism), a matter considered by the University of Tasmania as a serious offence.

The second is the Tasmanian School of Business and Economics' Writing Assignments: A Guide, which can be accessed at: http://www.utas.edu.au/business-and-
economics/student-resources. This guide provides you with useful information about the structure and style of assignments in the TSBE.

In your written work you will need to support your ideas by referring to scholarly literature, works of art and/or inventions. It is important that you understand how to correctly refer to the work of others, and how to maintain academic integrity.

The University library provides information on presentation of assignments, including referencing styles and should be referred to when completing tasks in this unit.

Please read the following statement on plagiarism. Should you require clarification please see your unit coordinator or lecturer.

**Plagiarism**

Plagiarism is a form of cheating. It is taking and using someone else’s thoughts, writings or inventions and representing them as your own; for example, using an author’s words without putting them in quotation marks and citing the source, using an author's ideas without proper acknowledgment and citation, copying another student’s work.

If you have any doubts about how to refer to the work of others in your assignments, please consult your lecturer or tutor for relevant referencing guidelines. You may also find the Academic Honesty site on MyLO of assistance.

The intentional copying of someone else’s work as one’s own is a serious offence punishable by penalties that may range from a fine or deduction/cancellation of marks and, in the most serious of cases, to exclusion from a unit, a course or the University.

The University and any persons authorised by the University may submit your assessable works to a plagiarism checking service, to obtain a report on possible instances of plagiarism. Assessable works may also be included in a reference database. It is a condition of this arrangement that the original author’s permission is required before a work within the database can be viewed.

For further information on this statement and general referencing guidelines, see the Plagiarism and Academic Integrity page on the University web site or the Academic Honesty site on MyLO.

**Academic misconduct**

Academic misconduct includes cheating, plagiarism, allowing another student to copy work for an assignment or an examination, and any other conduct by which a student:
a. seeks to gain, for themselves or for any other person, any academic advantage or advancement to which they or that other person are not entitled; or

b. improperly disadvantaged any other student.

Students engaging in any form of academic misconduct may be dealt with under the Ordinance of Student Discipline, and this can include imposition of penalties that range from a deduction/cancellation of marks to exclusion from a unit or the University. Details of penalties that can be imposed are available in Ordinance 9: Student Discipline – Part 3 Academic Misconduct.
WHAT LEARNING OPPORTUNITIES ARE THERE?

**MyLO**

MyLO is the online learning environment at the University of Tasmania. This is the system that will host the online learning materials and activities for this unit.

**Getting help with MyLO**

It is important that you are able to access and use MyLO as part of your study in this unit. To find out more about the features and functions of MyLO, and to practice using them, visit the [Getting Started in MyLO unit](#).

For access to information about MyLO and a range of step-by-step guides in pdf, word and video format, visit the [MyLO Student Support page](#) on the University website. If something is not working as it should, contact the Service Desk (Service.Desk@utas.edu.au, phone 6226 1818), or Request IT Help Online.

**Resources**

**Required readings**

You will need the following text [available from the Co-op Bookshop]:

There are no set textbooks for BAA514; however recommended online resources and suggested readings will be published to MyLO. A Workbook for this unit is available free of charge on the MyLO website, and students should ensure they download this as soon as possible and bring this along to the workshops, as the content, including activities, will be covered in the workshop.

**Recommended readings**

N/A

**Reading Lists**

Reading Lists provide direct access to all material on unit reading lists in one place. This includes eReadings and items in Reserve. You can access the Reading List for this unit from the link in MyLO, or by going to the [Reading Lists page](#) on the University Library website.

**Other Required Resources**

Reading Lists (if provided) will be accessible from a direct access to all unit reading material lists in one place. This includes e-Readings and items in Reserve. If applicable, Reading Lists will be placed on the following: http://rlms.utas.edu.au/erl/

Useful websites will also be published to MyLO.
Activities

Learning expectations

The University is committed to high standards of professional conduct in all activities, and holds its commitment and responsibilities to its students as being of paramount importance. Likewise, it holds expectations about the responsibilities students have as they pursue their studies within the special environment the University offers.

**Students are expected to participate actively and positively in the teaching/learning environment. They must attend classes when and as required, strive to maintain steady progress within the subject or unit framework, comply with workload expectations, and submit required work on time.**

Details of teaching arrangements

Workshops will be held on Thursdays, 3pm to 6pm, Physics Room 314.

Specific attendance/performance requirements

It is expected that students will attend the workshops where possible, especially where assessments take place in class.

Teaching and learning strategies

TBA

Work Health and Safety (WHS)

The University is committed to providing a safe and secure teaching and learning environment. In addition to specific requirements of this unit you should refer to the University’s [Work Health and Safety website](#) and policy.

Communication

**TO KEEP UP WITH ANNOUNCEMENTS REGARDING THIS UNIT**

Check the MyLO Announcement tool at least once every two days. The unit Announcement will appear when you first enter our unit’s MyLO site. Alternatively, click on the Announcement button (towards the top of the MyLO screen) at any time.

**WHEN YOU HAVE A QUESTION**

Other students may have the same question that you have. Please go to the Ask the Class Discussion forum on the unit’s MyLO site. Check the posts that are already there – someone may have answered your question already. Otherwise, add your question as a new topic. Students are encouraged to support each other using this forum – if you
can answer someone’s question, please do. We will attempt to respond to questions within 48 business hours. If your question is related to a personal issue or your performance in the unit, please contact the appropriate teaching staff member by email instead.

WHEN YOU HAVE AN ISSUE THAT WILL IMPACT ON YOUR STUDIES OR THE SUBMISSION OF AN ASSESSMENT TASK

If you have a personal question related to your studies or your grades, please contact teaching staff by email.

For general questions about the unit, please add them to the Ask the Class Discussion forum on the unit’s MyLO site. This way, other students can also benefit from the answers.

**Concerns and complaints**

The University is committed to providing an environment in which any concerns and complaints will be treated seriously, impartially and resolved as quickly as possible. We are also committed to ensuring that a student may lodge a complaint without fear of disadvantage. If you have a concern, information about who to contact for assistance is available on the ‘How to resolve a student complaint’ page.

**Further information and assistance**

If you are experiencing difficulties with your studies or assignments, have personal or life-planning issues, disability or illness which may affect your course of study, you are advised to raise these with the unit coordinator in the first instance.

There is a range of University-wide support services available to you including [Student Learning Support](#), [Student Advisers](#), [Disability Services](#), and more which can be found on the [Student Support and Development](#) page of the University website.

Should you require assistance in accessing the [Library, visit their website](#) for more information.
<table>
<thead>
<tr>
<th>WEEK</th>
<th>DATE BEGINNING</th>
<th>ACTIVITIES</th>
<th>DUE DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>25 February</td>
<td>Introduction to BAA514 Unit Outline and Structure - Defining Workplace Literacy Business Emails</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>4 March</td>
<td>Business Letters, General Documents and Reports</td>
<td></td>
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<tr>
<td>3</td>
<td>11 March</td>
<td>Dealing with Business Customers Dealing with Customer Complaints</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>18 March</td>
<td>Problem-Solving and Critical Thinking in the Workplace Case Study Ass. 1 due 24th March</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>25 March</td>
<td>Developing your Resume and Cover Letter</td>
<td></td>
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<tr>
<td>6</td>
<td>1 April</td>
<td>Application Processes Job Interviews</td>
<td></td>
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<tr>
<td>7</td>
<td>8 April</td>
<td>Workplace Diversity Interpersonal Effectiveness Diversity Policy Ass. 2 due 14th April</td>
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<td></td>
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<td>Mid-semester break 18 April to 24 April (inclusive)</td>
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<tr>
<td>8b</td>
<td>25 April</td>
<td>Interacting with Colleagues Working with Teams</td>
<td></td>
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<tr>
<td>9</td>
<td>29 April</td>
<td>Effective Presentations Public Speaking</td>
<td></td>
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<tr>
<td>10</td>
<td>6 May</td>
<td>Assignment 3 Group Presentations Group Presentations in Class</td>
<td></td>
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<tr>
<td>11</td>
<td>13 May</td>
<td>Assignment 3 Group Presentations Group Presentations in Class</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>20 May</td>
<td>Virtual Teams and Business Meetings Self-Reflection Ass. 3 due 26th May</td>
<td></td>
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<tr>
<td>13</td>
<td>27 May</td>
<td>Review of WPL</td>
<td></td>
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Exam Period 8 – 25 June (inclusive)
ACCREDITATION

AACSB Accreditation

The Tasmanian School of Business and Economics (TSBE) is currently in the process of applying for business accreditation with the Association to Advance Collegiate Schools of Business (AACSB) – the lead program for accrediting business schools globally. AACSB seeks to connect educators, students, and business to achieve a common goal – to create the next generation of business leaders.

By joining AACSB and going through the accreditation process, TSBE is joining a global alliance committed to improve the quality of business education around the world, and to share the latest innovations in business education. Gaining Business Accreditation with AACSB is a multi-year process involving TSBE demonstrating our performance against the 15 accreditation standards.

Once complete, TSBE will join a select community of accredited business schools, with only 7% of all business schools globally having completed the AACSB process. This will further enhance the reputation of TSBE, and further enhance the global recognition of your qualifications. To find out more about AACSB click here.